

## Privacy Policy – how we handle your data and your rights

TOKAI ERFTCARBON GmbH (hereinafter “Tokai” or “we”) are pleased that you have visited our website. We place great emphasis on the data protection and safety of our website users. We would like to inform you here as to what personal data items concerning you are processed when you visit our website, and what it is used for. Whenever necessary, our Privacy Policy is regularly updated. For reasons of legibility, we refrain from using parallel male and female speech forms. The personal pronouns apply universally to all genders.

### I. Name and address of controller

The controller pursuant to the EU General Data Protection Regulation (hereinafter: “GDPR”) and other national data protection laws (in Germany: Federal Data Protection Act, hereinafter “BDSG”) of member states as well as other statutory data protection regulations is:

TOKAI ERFTCARBON GmbH  
Aluminiumstrasse 4  
41515 Grevenbroich  
Phone: +49 (0) 2181/4952-100  
Email: [info@tokai-erftcarbon.com](mailto:info@tokai-erftcarbon.com)

### II. Data protection officer contact

TOKAI ERFTCARBON GmbH  
pp Data protection officer  
Aluminiumstrasse 4  
41515 Grevenbroich  
Phone: +49 (0) 2181 4952-111  
Email: [datenschutzbeauftragter@tokai-erftcarbon.com](mailto:datenschutzbeauftragter@tokai-erftcarbon.com)

### III. General information on data processing

We process your personal user data only insofar as it is required for the functionality of our website and the content and services thereof. Exceptions apply in cases where you have consented to allow specific processing, or where statutory regulations permit the processing of data.

### IV. Data collection on the website (log files)

#### 1. Description and scope of data processing

Every time you access our website, the system automatically registers data and information from the IT system of the requesting computer.

This usually includes the following details:

- Type of browser and version in use
- Operating system in use
- Referrer URL
- Time of server request
- IP address

A combination of this data with other data sources does not take place.

2. The purpose and legal basis of data processing

The systematic temporary storage of your IP address is necessary in order to deliver website content to your computer. The IP address must therefore be stored for the duration of your visit. Storage takes place in log files to safeguard the functionality of the website. At the same time, the data helps us uphold the safety of our IT systems. The legal basis for data processing is point (f) of Art. 6(1) GDPR.

3. Duration of storage

The log files are stored for seven days and erased upon termination of the retention period, providing we have no legitimate interest in retaining data longer in order to trace irregularities.

## **V. Email contact**

1. Description and scope of data processing

When you contact us via the email address provided by our website, we process and store personal data for the purpose of dealing with your request.

2. The purpose and legal basis of data processing

The processing is based on point (b) of Article 6(1) GDPR insofar as your request is necessary for the performance of a contract, or in order to take steps prior to entering into a contract. In all other cases, processing is based on your consent (point (a) of Art. 6(1) GDPR) and/or on our legitimate interests (point (f) of Art. 6(1) GDPR), since we have a legitimate interest in processing the request you have made to us in an effective manner.

3. Duration of storage

The data is generally erased as soon as the purpose of collection has been fulfilled. Furthermore, information which has been stored on the basis of your consent is retained only until you withdraw your consent to storage.

Where data is no longer required for the fulfilment of contractual or statutory requirements, including commercial and tax-related retention periods as well as for the purpose of pursuing legitimate interests, i.e. to retain evidence in accordance with statutory limitation periods, it is periodically erased.

4. Right to withdrawal of consent (Art. 7(3) GDPR)

Information on your right to withdraw the consent you have given us can be found under Section VI. 7.

## **VI. Rights of the data subject**

Where personal data is processed, you as data subject shall be informed of your rights:

1. Right of access (Art. 15 GDPR)

You have the right to obtain from the controller confirmation as to whether or not personal data concerning you is being processed by us.

2. Right to rectification (Art. 16 GDPR)

You have the right to obtain from the controller the rectification of inaccurate personal data concerning you, and/or to have incomplete personal data completed. The controller must rectify this data without undue delay.

3. Right to erasure (Art. 17 GDPR)

You have the right to obtain from the controller the erasure of personal data concerning you without undue delay and the controller shall have the obligation to erase the said data without undue delay unless one of the exceptions governed by the GDPR applies or unless statutory retention obligations require us to retain such information.

4. Right to restriction of processing (Art. 18 GDPR)

According to the statutory requirements of the GDPR, you have the right to obtain restriction of processing of personal data concerning you.

5. Right to data portability (Art. 20 GDPR)

You have the right to receive the personal data concerning you, which you have provided to the controller and the processing of which is based on consent or a contract with you, in a structured, commonly used and machine-readable format. According to the statutory requirements of the GDPR, you furthermore have the right to transmit this data to another controller without hindrance from the controller to which the personal data has been provided.

Furthermore, in exercising this right you have the right to have the personal data transmitted directly from one controller to another, where technically feasible. The rights and freedoms of others shall hereby not be adversely affected.

6. Right to object (Art. 21 GDPR)

You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on point (e) or (f) of Art. 6(1) GDPR, including profiling based on those provisions.

Where personal data concerning you is processed for direct marketing processes, you have the right to object at any time to processing of personal data concerning you for such marketing, which includes profiling to the extent that it is related to such direct marketing. Where you object to processing, the personal data concerning you shall no longer be processed for such purposes.

7. Right to withdrawal of consent (Art. 7(3) GDPR)

You have the right to withdraw your consent to a data privacy declaration at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal. The latter also applies to withdrawal of consent given to us before 25 May 2018, when the GDPR became valid. Where personal data has been stored on the basis of user consent, the said data shall be erased in each case unless legal grounds give cause for lengthier storage.

For withdrawal of consent to processing of your contact information, please consult Section I or II.

## **VII. Right to lodge a complaint**

In the case of infringements of data protection regulations, data subjects have the right to lodge a complaint with a data protection supervisory authority, in particular in the member state of their habitual residence, place of work or place of the alleged infringement. This right to lodge a complaint is without prejudice to any other administrative or judicial remedy.

Our responsible data protection supervisory authority is:

*Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen*  
[State Officer for Data Protection and Freedom of Information of North Rhine-Westphalia]

Postfach 20 04 44

40102 Düsseldorf

Phone: 0211-38424-0

Fax: 0211-38424-10

Email: [poststelle@ldi.nrw.de](mailto:poststelle@ldi.nrw.de)

You can contact further data protection supervisory authorities under the following link (German only):

[https://www.bfdi.bund.de/DE/Infothek/Anschriften\\_Links/anschriften\\_links-node.html](https://www.bfdi.bund.de/DE/Infothek/Anschriften_Links/anschriften_links-node.html)

## **VIII. Direct link to Google Maps**

This website includes a button linking us externally to Google Maps. Subject, scope and the corresponding data processing procedures are the responsibility of the map display service controller. By clicking the button, you access the map display service controller's website. Please note that we are not the provider (controller pursuant to Art. 4(7) GDPR) of the corresponding data processing, but the services of Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. Whenever you use the direct link, your browser is automatically connected to Google servers. During this procedure, the data required for the use of Google's map features is processed by Google itself. Further information on the purpose and scope of data collection and processing by Google is available in Google's own privacy policies.

For information or queries concerning data protection, please contact our data protection officer under [datenschutzbeauftragter@tokai-erftcarbon.com](mailto:datenschutzbeauftragter@tokai-erftcarbon.com).